

Listing of Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application.

1-20 (cancelled).

21. (currently amended) For use in-by a call service facility in which a human call agent is in live voice communication with a calling or called party situated at a location other than said facilitycall agent, said call agent being equipped with and using a computer workstation, said computer workstation including a keyboard and visual display interface accessible to the call agent and coupled with a voice message storage and retrieval mechanism, said live voice communication being necessary to accomplish the primary purpose of a call, said primary purpose being the collection of information from said calling or called party that said call agent enters into a form containing a plurality of objects and displayed on said visual display interface through execution of a forms-based target application program, a method of automatically supplying one or more pre-recorded voice messages to said calling or called party, said method comprising the steps of:

(a) storing one or more pre-recorded voice messages in said voice storage and retrieval mechanism that may be played back to said calling or called party in response to a voice message selection signal applied thereto; and

(b) providing a target application enhancement mechanism that is linked with and executed as an enhancement to said forms-based target application program, said target application enhancement mechanism being operative, in response to said call agent performing, in association with said live voice communication with said calling or called party, a prescribed interaction with one or more selected objects displayed on said visual display interface of said computer workstation by said forms-based target application program, to automatically trigger one or more actions, in addition to thosethe oneor more actions performed by said forms-based target application program in response to such prescribed interaction, including automatic generation of said voice message selection signal, so as to cause automatic playback, by said voice message storage and retrieval mechanism to said calling or called party, of one or more of said pre-recorded voice messages, or other predefined action, at one or more appropriate junctures during said call.

22. (previously presented) The method according to claim 21, wherein said target application enhancement mechanism is operative to automatically trigger said one or more actions, in addition to those performed as a result of execution of said forms-based target application program, without access to source code of said forms-based target application program.

23. (previously presented) The method according to claim 22, wherein said target application enhancement mechanism is operative to perform at least one of hooking and subclassing actions with respect to said forms-based target application program.

24. (previously presented) The method according to claim 21, wherein said voice storage and retrieval mechanism is operative to automatically play back said one or more pre-recorded voice messages in the voice of said call agent, so that it appears to said party that said call agent is speaking said one or more prerecorded voice messages.

25. (previously presented) The method according to claim 21, wherein said prescribed interaction performed by said call agent with said one or more selected objects displayed on said display interface of said computer workstation by said forms-based target application program includes manipulation of a selected object on said visual display interface.

26. (currently amended) The method according to claim 21, wherein said target application enhancement mechanism is operative, in response to said call agent performing said prescribed interaction with one or more selected objects displayed by said visual display interface, to cause said voice message storage and retrieval mechanism to play back respectively different voice messages requesting said calling or called party to supply respectively different information components associated with said one or more selected objects.

27. (currently amended) The method according to claim 21, wherein said target application enhancement mechanism is operative to cause said visual display interface to display

a text message associated with the playback of said one or more selected voice messages to said calling or called party.

28. (currently amended) The method according to claim 21, wherein said target application enhancement mechanism is operative to modify the appearance of a selected object with which a voice message to be played back to said calling or called party is associated, on said visual display interface.

29. (previously presented) The method according to claim 21, wherein said target application enhancement mechanism is operative to cause said visual display interface to modify a text message displayed thereby.

30. (previously presented) The method according to claim 21, wherein said voice message is effective to cause said party to voice information that is subsequently entered by said call agent into one or more fields of said form displayed on said visual display interface of said computer workstation.

31. (previously presented) The method according to claim 21, wherein said target application enhancement mechanism is operative to cause said visual display interface to display an object in addition to objects displayed thereby as a result of execution of said forms-based target application program.

32. (previously presented) The method according to claim 21, wherein said target application enhancement mechanism is operative to modify the appearance of one or more selected objects displayed on said display interface of said computer workstation by said forms-based target application program.

33. (currently amended) An apparatus for supplying one or more voice messages for collection of information into an enhanced forms-based target application program, said apparatus for use in-by a human call service facility in which agent in a call service facility who is in live voice communication with a calling or called party situated at a location other than said

facilitycall agent, said call agent being equipped with and using a computer workstation, said computer workstation including a keyboard and visual display interface accessible to the call agent and coupled with a voice message storage and retrieval mechanism, said live voice communication being necessary to accomplish the primary purpose of a call, said primary purpose being the collection of information from said calling or called party that said call agent enters into a form containing a plurality of objects and displayed on said visual display interface through execution of a forms-based target application program, said apparatus being operative to automatically supply one or more voice messages to said calling or called party, and comprising:

 a signal generator that is operative to generate a voice message selection signal for causing one or more pre-recorded voice messages stored in said voice storage and retrieval mechanism to be played back to said calling or called party; and

 a target application enhancement mechanism that is linked with and executed as an enhancement to said forms-based target application program, said target application enhancement mechanism being operative, in response to said call agent performing, in association with said live voice communication with said calling or called party, a prescribed interaction with one or more selected objects displayed on said visual display interface of said computer workstation by said forms-based target application program, to automatically trigger one or more actions, in addition to those performed by said forms-based target application program in response to such prescribed interaction, including automatic generation of said voice message selection signal by said signal generator, so as to cause automatic playback, by said voice message storage and retrieval mechanism to said calling or called party, of one or more of said pre-recorded voice messages, or other pre-defined action, at one or more appropriate junctures during said call.

34. (previously presented) The apparatus according to claim 33, wherein said target application enhancement mechanism is operative to automatically trigger said one or more actions, in addition to those performed as a result of execution of said forms-based target application program, without access to source code of said forms-based target application program.

35. (previously presented) The apparatus according to claim 34, wherein said target application enhancement mechanism is operative to perform at least one of hooking and subclassing actions with respect to said forms-based target application program.

36. (currently amended) The apparatus according to claim 33, wherein said voice storage and retrieval mechanism is operative to automatically play back said one or more pre-recorded voice messages in the voice of said call agent, so that it appears to said calling or called party that said call agent is speaking said one or more pre-recorded voice messages.

37. (previously presented) The apparatus according to claim 33, wherein said prescribed interaction performed by said call agent with said one or more selected objects displayed on said display interface of said computer workstation by said forms-based target application program includes manipulation of the appearance of a selected object on said visual display interface.

38. (currently amended) The apparatus according to claim 33, wherein said target application enhancement mechanism is operative, in response to said call agent performing said prescribed interaction with one or more selected objects displayed by said visual display interface, to cause said voice message storage and retrieval mechanism to play back respectively different voice messages requesting said calling or called party to supply respectively different information components associated with said one or more selected objects.

39. (previously presented) The apparatus according to claim 33, wherein said target application enhancement mechanism is operative to cause said visual display interface to display a text message associated with the playback of said one or more selected voice messages to said party.

40. (previously presented) The apparatus according to claim 33, wherein said target application enhancement mechanism is operative to modify the appearance of a selected object with which a voice message to be played back to said party is associated, on said visual display interface.

41. (previously presented) The apparatus according to claim 33, wherein said target application enhancement mechanism is operative to cause said visual display interface to modify a text message displayed thereby.

42. (currently amended) The apparatus according to claim 33, wherein said voice message is effective to cause said calling or called party to voice information that is subsequently entered by said call agent into one or more fields of said form displayed on said visual display interface of said computer workstation.

43. (previously presented) The apparatus according to claim 33, wherein said target application enhancement mechanism is operative to cause said visual display interface to display an object in addition to objects displayed thereby as a result of execution of said forms-based target application program.

44. (previously presented) The apparatus according to claim 33, wherein said target application enhancement mechanism is operative to modify the appearance of one or more selected objects displayed on said display interface of said computer workstation by said forms-based target application program.

45. (currently amended) An improvement to ~~in~~ a computer workstation of a human call agent ~~of~~in a call service facility, in which said call agent is in live voice communication with a calling or called party situated at a location other than said facility, said call agent being equipped with and using said computer workstation, said computer workstation including a keyboard and visual display interface accessible to the call agent and coupled with a voice message storage and retrieval mechanism, said live voice communication being necessary to accomplish the primary purpose of a call, said primary purpose being the collection of information from said calling or called party that said call agent enters into a form containing a plurality of objects and displayed on said visual display interface through execution of a forms-based target application program, and wherein one or more pre-recorded voice messages are stored in said voice storage and retrieval mechanism for playback thereby to said calling or

called party, in response to a voice message selection signal applied thereto, the improvement comprising:

a target application enhancement mechanism that is linked with and executed as an enhancement to said forms-based target application program, said target application enhancement mechanism being operative, in response to said call agent performing, in association with said live voice communication with said calling or called party, a prescribed interaction with one or more selected objects displayed on said visual display interface of said computer workstation by said forms-based target application program, to automatically trigger one or more actions, in addition to those performed by said forms-based target application program in response to such prescribed interaction, including automatic generation of said voice message selection signal, so as to cause automatic playback, by said voice message storage and retrieval mechanism to said calling or called party, of one or more of said pre-recorded voice messages, or other pre-defined action, at one or more appropriate junctures during said call.

46. (previously presented) The improvement according to claim 45, wherein said target application enhancement mechanism is operative to automatically trigger said one or more actions, in addition to those performed as a result of execution of said forms-based target application program, without access to source code of said forms-based target application program.

47. (previously presented) The improvement according to claim 46, wherein said target application enhancement mechanism is operative to perform at least one of hooking and sub-classing actions with respect to said forms-based target application program.

48. (previously presented) The improvement according to claim 45, wherein said target application enhancement mechanism is operative to cause said visual display interface to display an object in addition to objects displayed thereby as a result of execution of said forms-based target application program.

49. (previously presented) The improvement according to claims 45, wherein said target application enhancement mechanism is operative to modify the appearance of one or more

selected objects displayed on said display interface of said computer workstation by said forms-based target application program.